



together
we care

How to make a comment, suggestion or complaint about fundraising

Working to improve our services

If you have any questions about our services
we will be happy to help: please drop in or call us.

Ardgowan Hospice, 12 Nelson Street, Greenock PA15 1TS

Email: info@ardhosp.co.uk Telephone: **01475 726830**

You can also read about our services on our website at
ardgowanhospice.org.uk and keep in touch with all the latest news by
following us on Facebook www.facebook.com/ardgowanhospice,
Twitter twitter.com/ArdgowanHospice or Instagram.



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Working to improve standards

Ardgowan Hospice proudly works with the Scottish Fundraising Standards Panel. This is because we are committed to the highest standards in fundraising and strive to always work in a way that is effective, open and honest.

We are dedicated to raising funds in the most cost effective ways in order to improve quality of life for those affected by a life limiting illness.

We could not fulfil our charitable mission without the support of generous, thoughtful and committed donors.

We value the support of donors and understand the need to balance our duties to beneficiaries, with our duties to donors.

That's why we make this commitment to you.

We will comply with the law as it applies to charities and fundraising and we commit that we will guarantee to adhere to best practice as outlined in the Fundraising Code of Practice.

We will monitor fundraisers, volunteers and third parties working with us to raise funds, ensuring that they also comply with this Code of Practice.

Our fundraising guarantee to you

We guarantee to operate in line with the values of the Code; to be Legal, Open, Honest and Respectful in all our fundraising.

To promote and underpin these values, we commit to the following standards:

- We will be clear about who we are and what we do
- We will give a clear explanation of how you can make a gift and change or stop a regular donation
- If you do not want to give or wish to cease giving, we will respect your decision
- We will respect your rights and privacy
- We have a procedure for dealing with people in vulnerable circumstances and it will be published on our website or will otherwise be available on request
- We will hold your data securely
- We will communicate with you in accordance with your selected preferences
- We will comply with the General Data Protection Regulation (GDPR).

How to make a complaint

If you feel we have not adhered to these standards, or think we could do better please contact us in the first instance either by:

Emailing: fundraising@ardhosp.co.uk

Writing to:

Fundraising Team
Ardgowan Hospice,
12 Nelson Street,
Greenock
PA15 1TS

Calling: 01475 726830 and ask for a member of the fundraising team.

If you feel that your complaint still has not been dealt with you can write to the Chief Executive of the Hospice who will raise your complaint to the Board of Trustees.

The Trustees of Ardgowan Hospice have a responsibility to make sure the charity is well run. This includes overseeing fundraising practices.

However, should you be dissatisfied with our response, you will be able to take this further by contacting the Scottish Fundraising Standards Panel.

www.goodfundraising.scot

Who can complain?

You can also complain on behalf of someone else if you have his or her permission in writing.

Help us to get it right

We are constantly trying to improve the service we offer. Please let us know if you have suggestions as to how we can do something better.

Do you have a suggestion or compliment?

We would also like you to have the opportunity to compliment a particular service or member of staff. We will always consider your comments and pass on your compliments.

The Scottish Fundraising Standards Panel is an independent body.

It was established for the purposes of overseeing enhanced self-regulation of fundraising in Scotland, to be responsible for fundraising standards in Scotland and to handle fundraising complaints related to Scottish registered charities.